



February 28, 2012  
Via ECFS

Ms. Marlene H. Dortch, FCC Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW, Suite TW-A325  
Washington, DC 20554

**RE: EB Docket No. 06-36**  
**Annual 64.2009(e) CPNI Certification for Calendar Year 2011**  
**HolaAmerica, LLC - 499 Filer ID 827171**

Dear Ms. Dortch:

Attached for filing is the Calendar Year 2011 CPNI Compliance Certification and Statement of CPNI Procedures and Compliance as required by 47 C.F.R. Section 64.2009 (e) submitted on behalf of HolaAmerica, LLC.

Any questions you may have concerning this filing may be directed to me at 470-740-3001 or via email to [tforte@tminc.com](mailto:tforte@tminc.com).

Sincerely,

Thomas M. Forte  
Consultant to HolaAmerica, LLC

TF/mp

Attachment

cc: J. Medina – HolaAmerica (via email)  
file: HolaAmerica – FCC CPNI  
tms: FCx1201 CPNI

## EB DOCKET 06-36

Annual 64.2009(e) CPNI Certification for:	Calendär Year 2011
Date Filed:	February 28, 2012
<b>Name of Company covered by this certification:</b>	<b>HolaAmerica, LLC</b>
Form 499 Filer ID:	827171
Name of Signatory:	Daniel R. Contreras
Title of Signatory:	Chief Executive Officer

I, Daniel R. Contreras, certify and state that:

1. I am Chief Operating Officer of HolaAmerica, LLC, and, acting as an agent of the company, that I have personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. *See* 47 C.F.R. § 64.2001 *et seq.*
2. Attached to this certification, as Exhibit A, is an accompanying statement explaining how the company's procedures ensure that the company is in compliance with the requirements (including those mandating the adoption of CPNI procedures, training, recordkeeping, and supervisory review) set forth in Section 64.2001 *et seq.* of the Commission's rules.
3. The company has not taken any actions (i.e., proceedings instituted or petitions filed by the company at either state commissions, the court system, or at the Commission against data brokers) against data brokers in the past year.
4. The company has not received any customer complaints in the past year concerning the unauthorized release of CPNI.
5. The company represents and warrants that the above certification is consistent with 47 C.F.R. § 1.17 which requires truthful and accurate statements to the Commission. The company also acknowledges that false statements and misrepresentations to the Commission are punishable under Title 18 of the U.S. Code and may subject it to enforcement action.

Paul Carter

Daniel Contreras, Chief Executive Officer  
Hola America, LLC

Hola America, LLC FEB 28, 2012  
Date

Attachments: Accompanying Statement explaining CPNI procedures – Attachment A  
Explanation of actions taken against data brokers – not applicable  
Summary of customer complaints – not applicable

Attachment A  
Statement of CPNI Procedures and Compliance

**HolaAmerica, LLC**

Calendar Year 2011

**ANNUAL 47 C.F.R. § 64.2009(e) OFFICER'S CERTIFICATION OF  
CUSTOMER PROPRIETARY NETWORK INFORMATION (CPNI) COMPLIANCE**

**EB DOCKET 06-36**

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**HolaAmerica, LLC**

**Statement of CPNI Procedures and Compliance**

HolaAmerica, LLC ("HolaAmerica" or "Company") provides prepaid long distance services. The Company does not obtain, retain or use CPNI, including call detail records, to market any telecommunications services and has trained personnel not to use CPNI for marketing purposes. Should HolaAmerica elect to use CPNI in the future, for marketing efforts, it will follow the applicable rules set forth in 47 CFR Subpart U, including, if necessary, the institution of operational procedures to ensure that notification is provided and customer approval is obtained before CPNI is used or disclosed.

The Company has implemented firewalls for protection of CPNI and call detail records in order to safeguard such data. All call detail records are stored on firewall-protected computer systems and access to those machines are controlled by the company via an access control list. All servers are monitored via SNMP (Simple Network Monitoring Protocol), and anomalies trigger email notifications to the network administrator and supervisors. Procedures against unauthorized access to CPNI are part of the Company's regular monitoring of operations. Company employees are prohibited from disclosing CPNI and call detail records and has procedures which provide for disciplinary action for such violations, up to and including termination of employment. The company has implemented language in the employee manual [is this true/still true?] regarding CPNI and the requirements for disclosure. The company's Customer Service Manager conducts training [still true?] and enforcement of training regarding the regulation of customer information.

The Company does not disclose call record information over the telephone unless the customer is verified. The Company provides its customers with on-line access to CPNI. On-line customers are required to select a username and password to gain access to their account information. In the event of a lost or forgotten password, the company does not prompt the customer for readily available biographical or account information, but instead emails information to email account of record, which allows the customer to reset the password.

**HolaAmerica, LLC**

**Statement of CPNI Procedures and Compliance**  
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Company notifies customers via a previously established email address or mails to the customer address of record, all notifications regarding account changes (without revealing the changed information or sending the notification to the new account information) , password changes, change in a response to a back-up means of authentication, change to an on-line account, change or creation of an address of record other than at service initiation.

The Company does not have any retail locations and therefore does not disclose call detail records in-store.

Requests for call detail records by law enforcement agencies are only granted under subpoena.

The Company has procedures to notify law enforcement in the event of a breach of customers' CPNI, including call detail records, to ensure that notification is provided in the time period set forth in the FCC's rules, or if applicable, when so authorized by law enforcement. In addition, the Company has a process to record all breaches discovered and will provide notification to the United States Secret Service, FBI and customers, to the extent possible.

The Company did not taken any actions against data brokers in the last year.

The Company did not receive any complaints about the unauthorized release of CPNI or the unauthorized disclosure of CPNI, including call detail records, in calendar year 2011.

The Company has not developed any information with respect to the processes pretexters are using to attempt to access CPNI or call detail records.